

# Colchester Communications Ltd

## Quality Policy



It is the policy of Colchester Communications Ltd to provide a reliable and efficient specialist fibre optic cable service to its Clients, whilst conforming to the company's long term objectives, client requirements, and requisite statutory and safety regulations and to maintain client satisfaction at the highest economic level.

In order to achieve this, the company operates a Quality Management System, which includes measurable objectives that are reviewed on a regular basis. The company are committed to the continual improvement of the management system and enhancing client satisfaction.

Ultimate responsibility for the operation of this quality system rests with the Managing Director.

The quality system ensures that the Company can fulfil contractual obligations by;

- Ensuring that all activities that directly affect the quality of service are carried out under controlled conditions.
- Continuous monitoring and analysis of quality indicators, which provide the feedback to enable quality improvement against client needs and expectations.
- Providing up to date instructions and training to all personnel together with the promotion of quality awareness.

The Managing Director ensures that this policy is communicated, understood and implemented at all levels in the organisation.

Signed:

A handwritten signature in black ink, which appears to read 'S. Wakefield'. Below the signature is a stylized, circular scribble or flourish.

Stephen Wakefield  
Managing Director